

How to prepare before November 13

Alternate payment method: Debit card purchases and ATM withdrawals may be limited. Have an alternate payment method available, such as a credit card, or ensure you have enough cash on hand.

Payments: Complete bill payments early to avoid late fees or interest charges. Any pre-scheduled payments or recurring transfers will be processed once our systems are online.

Interac e-Transfer®: Send and accept any Interac e-Transfer payments by 11:59 PM on Wednesday, November 11, as the service will be unavailable during the update weekend.

Update your contact information: Future updates will be shared by email and on our website. Be sure we have your most recent contact information on file and follow along on our website at scu.mb.ca/updates.

Additional details for business members

Payroll and payments: Be aware of early deadlines for payroll processing and business payments.

Account reconciliations: Complete any account reconciliations before the update weekend.

Cash on hand: If your business requires cash during the update weekend, plan ahead and visit a branch before November 13.

Business transactions: Complete any transactions that would normally be processed during the update weekend before services become unavailable.

Inform your team: Ensure any employees responsible for your business banking activities are aware of the update weekend and service limitations.

CHECKLIST

BEFORE NOVEMBER 13 AT 5:00 PM:

- ☐ Have another way to pay for purchases
- ☐ Complete bill payments early
- ☐ Send and accept Interac e-Transfer® payments by 11:59 PM on Nov. 11
- ☐ Update your contact info to hear the latest news

Questions?

We're happy to help

1.800.728.6440

scu.mb.ca/updates



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IMPORTANT NOTICE

Temporary Banking Service Disruption

Friday, November 13

at 5:00 PM CDT to

Monday, November 16

at 9:30 AM CDT

Here's how to plan ahead



What is happening?

To facilitate an update to our internal systems, most SCU banking services (including digital banking) will be unavailable from Friday, November 13 at 5:00 PM CDT to Monday, November 16 at 9:30 AM CDT.

Why is this happening?

We understand the inconvenience this may cause and appreciate your patience as we complete this update. We're making investments that help us evolve with the growing needs of our members. This update weekend is an important step toward enhancing your banking experience today while creating a foundation for future improvements.

Stay informed

Final service details will continue to be updated as preparations progress. We will continue sharing updates through email and on our website.

scu.mb.ca/updates

Key details

	Thursday Nov 12	Friday Nov 13	Saturday Nov 14	Sunday Nov 15	Monday Nov 16
Branches and MCC	Regular hours	Regular hours (see note)	Limited services	Closed	Regular hours
Digital banking	Available	Unavailable after 5 PM	Unavailable	Unavailable	Available
Telephone banking	Available	Unavailable after 5 PM	Unavailable	Unavailable	Available
SCU Collabria® credit cards	Available	Available	Available	Available	Available
Debit card (ATM and in-store purchases)	Available	Limited availability after 5 PM	Limited availability	Limited availability	Available
Interac e-Transfer®	Unavailable	Unavailable	Unavailable	Unavailable	Available after 9:30 AM
Most banking transactions	Available	Unavailable after 5 PM	Unavailable	Unavailable	Available

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Additional details

Keep your online banking safe and secure:

We will not ask you to provide personal information through unsecured email or text message, and we won't ask for your password or online banking username. If you receive a request of this nature, contact us immediately.

Debit card transactions: Debit card limits may be lower than usual after 5:00 PM on Nov 13. Be prepared with alternate payment methods.

Branch and MCC hours: We will be open during regular hours on Nov 13 and 14. After 5:00 PM on Nov 13, support will be limited to general inquiries, appointment booking, and lending appointments.

Interac e-Transfer®:

Send money: SCU-initiated Interac e-Transfer payments will be unavailable after 11:59 PM on Nov 11. Unaccepted transfers will be cancelled and funds returned to the sender.

Receive money: Incoming Interac e-Transfer payments can be accepted until 5:00 PM on Nov 13. Autodeposit transfers sent after 5:00 PM on Nov 13 will be deposited once our systems are back online on Nov 16.



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